

If you do not see an interferogram under the Collect >> Experimental Setup >> Bench tab, there are several things to check.

1. [Is there liquid nitrogen in the detector?](#)
2. [Is the synchrotron beam available to users?](#)
3. Is the microscope properly focused? (See instruction manuals for [Beamline 1.4.3](#) and [Beamline 1.4.4](#))

If the answer is yes to these three questions, then the first thing to try is resetting the bench.

1. Click on Collect >> Experimental Setup and then the Diagnostics tab. Click on the "Reset Bench" button. After ~30 seconds, the hourglass sign will go away and you should see an interferogram. You can now collect data!

If you still do not see an interferogram, try resetting the bench using the internal source and bench detector.

1. Click on the Bench tab and switch the source to "IR" and the sample compartment to "Main". Go back to the Diagnostics tab and press the "Reset Bench" button.
2. If you do see an interferogram, go back to the Bench tab and change the sample compartment to "Right Microscope %R" or "Right Microscope %T", depending on whether you intend to make reflection or transmission measurements, respectively.
3. If the signal looks good, switch the source to "External".

If these tricks do not work, please contact an [IR group member](#).